Agenda for JAD session with Jim and Sally Reid

Alexander Beeftink

Jeremy Clarke

Philip Dumaresq

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1. Philip- Customer flow - 7 minutes

1.1 Present the login page

1.1.1 User logs in, brings them to dashboard

1.1.2 User choses to make account, brings them to sign up page

1.2 Present the sign-up page

1.2.1 User must enter all valid information to continue

1.3 Present the add new pet page

1.3.1 Differences between the dog and cat form

1.3.2 Skip this step will bring you to the dashboard

1.3.3 Add pet will add it to the account and bring you to the reservation page

1.4 Present the make reservation page

1.4.1 User can select start/end date

1.4.2 Show how the adding food type is implemented

1.4.3 Show how the adding services is implemented

1.4.4 Show how the medication service is implemented

1.4.5 User clicks skip this step, brings them to the dashboard without reservation

1.4.6 User clicks make reservation, goes to the dashboard with reservation made

1.5 Present the Customer dashboard page

1.5.1 Show how the page has been laid out, with the tabbed pages

1.5.2 Show how customer can view reservations, make new ones or edit them

1.5.3 Show the pet tab, don’t go into detail, but don’t rush it. Alex will cover it.

1.5.4 Show the vet tab, talk about how pets are displayed

1.5.5 Show how the user can edit the vet information or add a new one.

1.5.6 Briefly cover the customer info page, Alex will cover it in detail.

1.6 Pass the floor over to Alex

2. Alex- Present the clerk flow - 5 minutes

2.1 Present the login page

2.1.1 Just talk about how it knows the difference between customer and clerk

2.1.2 Can’t make a new clerk

2.2 Present the clerk dashboard

2.2.1 Talk about the search functionality. Clerk can search by many parameters

2.2.2 Show how the clerk can go and create a new customer.

2.2.3 making a new customer goes through similar steps done by the customer.

2.2.4 Show how to choose to modify a reservation

2.3 Present the clerk’s view of the customer information

2.3.1 Talk about pages not already discussed by Philip in the customer flow.

2.3.2 Talk about key changes between clerk view and customer view

2.3.3 Talk about how the clerk can start or end a reservation and print off required documentation for these things.

2.3.4 Talk about how the clerk can chose to reset a customer’s password

2.3.5 Mention how the clerk can chose to delete a customer’s account.

2.4 Pass the floor over to Jeremy

3. Jeremy- Present the start and End Reservation flow- 5 minutes

3.1 Present the Staff Dashboard Page

3.1.1 Clerk searches for the customer via the customer search bar

3.1.2 Clerk checks for expired vaccinations for reservations

3.2 Present the Clerk Customer Editor Page

3.2.1 Clerk checks and verifies reservation information

3.2.2 Clerk verifies vaccination information

3.3 Present the vaccination Editor Page

3.3.1 Update vaccination information

3.4 Return to Clerk Customer Editor Page

3.4.1 Clerk checks and verifies pet information for the selected reservation

3.4.2 Clerk checks and verifies vet information for the customer

3.4.3 Finally the clerk verifies the vaccination information with the customer

3.4.4 When information has been verified, pet is assigned a run

3.4.5 Show difference between dog and cat run selection

3.5 Clerk selects an accommodation for the pet in Pet Accommodation pop-up

3.5.1 Clerk verifies with the customer what kind of pet it is

3.5.2 Clerk sets the accommodation for the pet based on pet type and availability

3.6 Clerk goes back to customer Editor Page

3.6.1 Clerk prints the contract for the customer to sign

3.6.2 Clerk confirms, and presses the start reservation button

3.7 Customer comes to pick up pet, clerk goes to clerk dashboard

3.7.1 Clerk searches for customer

3.8 Clerk goes back to customer editor page

3.7.1 Clerk verifies information with customer again

3.7.2 If information is correct clerk prints the invoice and hands it to customer

3.7.3. Reservation ends.

3.9 Give a few closing remarks, ask for questions